



# PORTLAND VA MEDICAL CENTER

*Portland, Oregon Division  
Vancouver, Washington Division  
Community Based Outpatient Clinics  
Salem, OR Bend, OR  
Camp Rilea (Warrenton, OR)  
Hillsboro, OR East Portland, OR*



## NOTICE OF VACANCY

1. <u>Announcement Number</u>	2. <u>Title, Series, Grade, Salary</u>	3. <u>Tour of Duty</u>	4. <u>Duty Station</u>
MP-10-0118-RH	Medical Support Assistant (40109A) GS-0679-6 \$36,799 to \$47,837 per annum (Based on full-time employment)	M-F	Inpatient & Emergency Services Division, Portland Division
5. <u>Type &amp; Number of Vacancies</u>	6. <u>Contact</u>	7. <u>Opening Date</u>	8. <u>Closing Date</u>
Permanent 10 Full-time positions	Human Resources Assistant 503-273-5236	9/2/2010	9/24/2010

- Relocation/Recruitment and PCS are NOT authorized.
- This position is in the bargaining unit

### WHO MAY APPLY TO THIS ANNOUNCEMENT:

- Career or career conditional employees and permanent Title 38 and Title 38 Hybrid employees eligible under the interchange agreement and people eligible under special hiring authorities (See conditions of employment).
- ICTAP/CTAP eligible Federal Employees (See conditions of employment).
- Noncompetitive appointment of certain military spouse (See conditions of employment).
- VEOA (Veterans Employment Opportunities Act) Eligibles (See conditions of employment).
- Schedule A Applicants (See conditions of employment).
- VRA (Veterans Readjustment Act) eligible applicants (See conditions of employment).

### MAJOR DUTIES:

The incumbent Performs as a Medical Support Assistant with duties and responsibilities in inpatient wards in a medical treatment facility. The incumbent admits and/or discharges patients into/out of the hospital wards and facilitates inpatient care during length of stay. The incumbent is responsible for the processing of hospital admissions, registration of patients; entering workload data and validation. Verifies patients address, telephone and responsible caregiver upon admission to unit. Assures accuracy and completeness. Continually monitors patient flow, identifies existing and potential problems areas or delays in processing a veteran's medical care request. Initiates action with the clinical staff to expedite the case and ensures the smooth flow of patient care from reception through disposition. Make necessary arrangements for emergency transfers to and from VA and private hospitals and prepares necessary paperwork in a prompt manner for cost containment. Receives telephone messages pertaining to laboratory reports, x-rays, and test results, recognizes and refers urgent ones to the professional staff for immediate action. Maintains statistics, as they relate to bed census. Prepares daily Gain and Losses Sheets, Bed Census Reports, and Seriously ill list. Make graphs pertaining to workload and patient movement for a determined period of time. Maintains security and safe operation of automated systems under their control. Receives requests for appointments by telephone or in person; obtains information required to determine appropriate action based on the policies, procedures, and operation of the specific clinic or services involved. Schedules appointments with the appropriate clinic and health care provider dependent on patient disposition, complaint or symptoms or services requested. Operates automated data processing equipment to input, store, revise, and print data related to appointments, care provider schedules, and templates. When assigned, provides assistance and training to other employees on the use of automated management support system. Performs a variety of other support and clerical duties, e.g. compiling data for end of day/monthly reports, ordering supplies, maintaining the waiting areas in a neat and orderly manner, etc. Performs other duties as assigned. Receives telephone calls, patients, and visitors to the medical facility wards, ascertains the nature of the call or visit, obtains identifying information and determines the nature and urgency of the request. Insures that advance directives are present and completed and activates action as required. Ensures all treatment requested by the care provider has been scheduled and reschedules appointments when necessary.

**THIS POSITION IS IN THE BARGAINING UNIT**

(Continued on next page)

## **QUALIFICATION REQUIREMENTS:**

**Eligibility:** U.S. Office of Personnel Management Qualification Standards Handbook for GS-640, Health Aid and Technician series apply and may be reviewed at the following website:

<http://www.opm.gov/qualifications/standards/indexes/0600-ndx.asp>

**General Experience:** At least six (6) months of general experience: (1) Any type of work that demonstrates the applicant's ability to perform the work of the position, or (2) experience that provided a familiarity with the subject matter or processes of the broad subject area of the occupation.

**Specialized Experience:** At least 6 months of specialized experience that equipped the applicant with the particular knowledge, skills, and abilities (KSA's) to perform successfully the duties of the position, and that is typically in or related to the work of the position to be filled. To be creditable, specialized experience must have been equivalent to at least the next lower grade level, GS-3. Specialized experience includes, but is not limited to, work as a medical assistant, research assistant, health aid, or similar position in a research or healthcare environment. Examples of duties include consenting patients, position patients for procedures, taking patient vitals, recording information hard copy as well as electronically, entering data into databases and spreadsheets, running reports, generating graphs and charts, and ordering supplies.

**Substitution of Education for Experience:** If using education as a substitute for experience, please submit a copy of your college transcripts with application packet. For the GS-4 level at least 2 years of successfully completed education above high school with courses related to the occupation is required with at least 12 semester hours in subjects related to the position (including medical, health or allied health sciences fields). This education must have been obtained in an accredited business or technical school, junior college, college or university for which high school graduation or the equivalent is the normal prerequisite. One year of full-time undergraduate study is defined as 30 semester hours, 45 quarter hours, or the equivalent in a college or university or at least 20 hours of classroom instruction per week for approximately 36 weeks in a business or technical school.

## **BASIS OF RATING: (Knowledge, Skills, Abilities (KSAs))**

***On a separate sheet of paper, provide a written, detailed response to each of the KSAs. Failure to respond to the rating factors may result in your application receiving a less than desirable rating.***

1. Describe your knowledge and experience dealing with procedures for receiving and following through on patient requests.
2. Describe your experience and ability to collect, organize, record data and maintain medical records and files.
3. Describe your ability to utilize medical terminology.
4. Describe your experience in effectively communicating, both orally and in writing, with individuals with varying backgrounds.

## **CONDITIONS OF EMPLOYMENT:**

- **Priority Consideration:** Individuals who have special priority selection rights under the Agency Career Transition Assistance Program (CTAP) or the Interagency Career Transition Assistance Program (ICTAP) must be well qualified for the position to receive consideration for special priority selection. CTAP and ICTAP eligibles will be considered well qualified if they can perform the duties of the position at the full performance level. These duties include, but are not limited to consenting patients, position patients for procedures, taking patient vitals, recording information hard copy as well as electronically, entering data into databases and spreadsheets, running reports, generating graphs and charts, and ordering supplies.
- Federal Employees seeking CTAP/ICTAP eligibility must submit proof that they meet the requirements of 5 CFR 330.605 (a) for CTAP and 5 CFR 330.704 for ICTAP. This includes a copy of the agency notice, a copy of their most recent Performance Rating and a copy of their most recent SF-50 noting current position, grade level, and duty location. Please annotate your application to reflect that you are applying as a CTAP or ICTAP eligible.
- **Noncompetitive Appointment of Certain Military Spouses**
  - Spouses of armed forces members who are involved in a Permanent Change of Station (PCS): You must include a copy of the service member's PCS Orders authorizing the spouse to accompany the service member and proof of marriage to the service member.
  - Spouses of armed forces members who retired or were released from active duty with a 100% disability: You must include proof that service member was released or discharged from active duty due to a service-connected disability, documentation of 100% disability, and proof of marriage to the service member.
  - Un-remarried widows or widowers of armed forces members killed while on active duty: You must include proof of service member's death while on active duty and proof of marriage to the service member.
- **VEOA (Veterans Employment Opportunities Act)** Veterans who are preference eligibles or who have been separated from the armed forces under honorable conditions after 3 or more years of continuous active service. More information regarding Veterans' Preference eligibility criteria can be found at the following website:  
<http://www.opm.gov/staffingPortal/Vetguide.asp>
- **VRA (Veterans Recruitment Appointment)** eligible applicants: Veterans who are Disabled veterans; or Veterans who served on active duty in the Armed Forces during a war, or in a campaign or expedition for which a campaign badge has been authorized; or Veterans who, while serving on active duty in the Armed Forces,

participated in a United States military operation for which an Armed Forces Service Medal was awarded; or Recently separated veterans. Note: Not all 5-point preference eligible veterans may be eligible for a VRA appointment. For information regarding Veterans' Preference please visit the following website:

<http://www.opm.gov/staffingPortal/Vetguide.asp>

- Schedule A special hiring authority covers applicants with mental and physical disabilities. In order to be considered under this special hiring authority applicants need to provide proof of disability and job readiness certification. The proof of disability and job readiness certification can be provided by the following: 1) a statement or letter on a physician's/medical professional's letterhead; 2) statement, record or letter from a Federal Government agency that issues or provides disability benefits; 3) statement, record or letter from a State Vocational Rehabilitation Agency counselor; or 4) certification from a private Vocational Rehabilitation or other Counselor that issues or provides disability benefits. More information regarding this special hiring authority can be found at [www.opm.gov/disability/aboutus.asp](http://www.opm.gov/disability/aboutus.asp)
- Although the duty station is shown in this announcement, it may be necessary to utilize the selected person's services at a different location within the Portland VA Medical Center commuting area if conditions require it in the future Under Executive Order 11935, only United States citizens and nationals (residents of American Samoa and Swains Island) may compete for civil service jobs. Agencies are permitted to hire noncitizens only in very limited circumstances where there are no qualified citizens available for the position.
- If you are a male born after December 31, 1959, and are at least 18 years of age, civil service employment law (5 U.S.C. 3328) requires that you must register with the Selective Service System, unless you meet certain exemptions.
- A security clearance and a favorable suitability determination are required. Misconduct in prior employment, criminal, dishonest or disgraceful conduct, habitual use of intoxicating beverages, abuse of narcotics, drugs or other controlled substances, or reasonable doubt of loyalty to the United States are examples of reasons an offer of employment maybe denied.
- It is the policy of the Department of Veterans Affairs that all Federal wage and salary payments are paid to employees by Direct Deposit/Electronic Funds Transfer (DD/EFT).
- The United States Government does not discriminate in employment on the basis of race, color, religion, sex, national origin, political affiliation, sexual orientation, marital status, disability, age, membership in an employee organization, or other non-merit factor.
- This agency provides reasonable accommodations to applicants with disabilities. If you need a reasonable accommodation for any part of the application and hiring process, please notify the agency. The decision on granting reasonable accommodation will be on a case-by-case basis.

## **HOW TO APPLY:**

### **Portland VAMC Permanent employees submit:**

1. [VAF 4078, Application for Promotion or Reassignment](#)
2. [VAF 4676a, Employee Supplemental Qualifications Statement](#) (due 10/04/2010)
3. [VAF 4667b, Supervisory Appraisal of Employee for Promotion](#) (Optional, due 10/04/2010).
4. OF-612 and/or Resume.

### **Other VA Permanent Employees submit:**

1. [OF 612, Optional Application for Federal Employment](#) (attach additional sheets of paper if needed for additional job experience (in same format as application)), or Resume. (Please refer to [OF-510, Applying for a Federal Job](#) on the USA jobs website (<http://www.usajobs.opm.gov/>) for information on how to apply with a resume instead of OF-612. (Required).
2. Latest SF-50, Notification of Personnel Action (Required)
3. [VAF 4676a, Employee Supplemental Qualifications Statement](#) .
4. [VAF 4667b, Supervisory Appraisal of Employee for Promotion](#) (Optional).
5. [OF-306, Declaration for Federal Employment](#) (January 2001 version or later)
6. Latest performance appraisal

### **Non VA Applicants submit:**

1. [OF 612, Optional Application for Federal Employment](#) (attach additional sheets of paper if needed for additional job experience (in same format as application)), or Resume. (Please refer to [OF-510, Applying for a Federal Job](#) on the USA jobs website (<http://www.usajobs.opm.gov/>) for information on how to apply with a resume instead of OF-612.
2. [OF-306, Declaration for Federal Employment](#) (January 2001 version or later).
3. Veterans Preference: (Required if Veterans Preference is being used for status)
  - a. DD-214, Military Discharge Paper (copy must display the required data which includes awards/medals/badges, dates and character of service) (For 5 Point Veteran's Preference).
  - b. [SF-15, Application for 10-point Veteran Preference](#) (December 2004 version or later) (if applicable)
  - c. VA letter or DOD documentation of service-connected disability rating dated 1991 or later if applicable.
4. SF-50, Notification of Personnel Action (if applying as a current or former federal employee).

5. Narrative statement relating to all of the KSAs. Candidates are recommended to submit a narrative statement on a separate page(s) with specific responses to all of the knowledge, skills, and abilities (KSAs) in this announcement.
6. A copy of your college transcripts (Optional unless education is required).

**All application packets must be received in Human Resources by Close of Business (COB) on 9/27/2010 (except as noted above).** Application forms may be obtained in Human Resources Management Service or on our Portland VAMC internet website, <http://www.visn20.med.va.gov/Portland/mc/hr>.

*Applications may be mailed to:*

Portland VA Medical Center, P4HRMS

**Attn: MP-10-0118-RH**

PO Box 1034

Portland, OR 97207

*Or brought in person to:*

Portland VA Medical Center

3710 SW US Veterans Hospital Rd

Building 16, Room 300

Portland OR 97239

**APPLICANT'S PLEASE NOTE:**

- Education must be accredited by an accrediting institution recognized by the U.S. Department of Education in order for it to be credited towards qualifications (particularly positions with a positive education requirement.). Therefore, applicants must report only attendance and/or degrees from schools accredited by accrediting institutions recognized by the U.S. Department of Education.
- Applicants can verify accreditation at the following website: <http://www.ed.gov/admins/finaid/accred/index.html>. All education claimed by applicants will be verified by the appointing agency accordingly.
- Foreign Education: To receive credit for education completed outside the United States, you must show proof that the education has been submitted to a private organization that specializes in the interpretation of foreign educational credentials and such education has been deemed at least equivalent to that gained in conventional U.S. education programs.

**IMPORTANT NOTICE ABOUT APPLICANT'S RESPONSIBILITY:**

- It is the applicant's responsibility to submit documentation to support his/her application for this position. Applicant is responsible for ensuring that all experience, formal training, award recognition, etc. are documented in the application package. Experience may include voluntary or other non-paid experience in the appropriate field. If you feel that your training record contains information pertinent to your qualifications, then you must submit a printed copy of your training record with your application package. Your training record will become part of the specific vacancy file and will not be filed in Official Personnel Folder. Human Resources Management Division will not photocopy any application material; applicants are responsible for making photocopies prior to submitting applications.
- **It is the responsibility of the applicant to ensure timely receipt of the application, regardless of the method used for submission. The VA assumes no responsibility for the late delivery of applications (i.e. postal service delays). The Portland VA Medical Center will not accept in a US government envelope.**